

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 190

Board of Industrial Insurance Appeals

Mission

The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely, and efficient manner.

Strategy Provide a quality dispute resolution system.

Performance Measure Average number of weeks to resolve industrial insurance appeals.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				36.5				39.1
Actual				41.3				42.4
Date Measured								

Performance Measure Average number of weeks to resolve Washington Industrial Safety and Health Act appeals.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				36.9				47.0
Actual				53.3				52.3
Date Measured								

Performance Measure Total number of final orders issued.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				8,300				8,862
Actual				9,406				9,589
Date Measured								

Performance Measure Average cost per final order.

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Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				\$1,263.00				\$1,256.00
Actual				\$1,113.00				\$1,189.00
Date Measured								